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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Q.H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Attorney Docket No.: 27996-133 (formerly
103180-45024)

Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

Mail Stop: Responses/Amendments
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

PRELIMINARY AMENDMENT

Sir:

In response to the Office Action, dated April 22, 2005 and the Advisory Action dated August 9, 2005 please amend the application as follows:

Listing of the Claims begins of page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.